



PUBLIC HEALTH

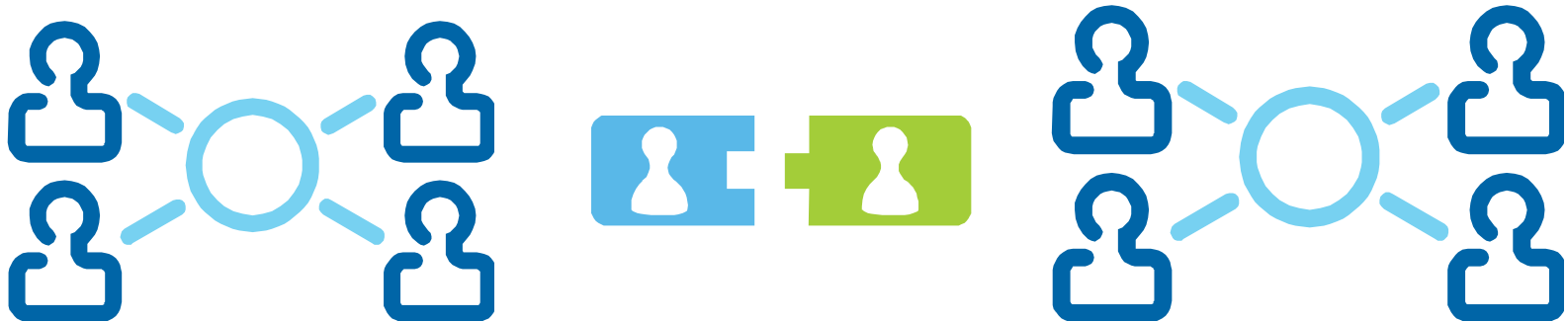
**ALWAYS WORKING FOR A SAFER AND
HEALTHIER WASHINGTON**



Washington State WIC Nutrition Program

What have the Champions been up to?

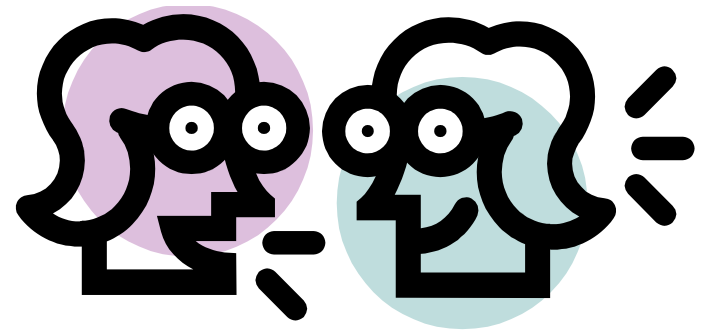
- Providing presentations for different sections
 - Hearing great feedback and suggestions
- Coffee Room posters & activities
 - A new activity is ready and waiting for your stories!



WIC Connects and you...

So far we have been honing our communication skills while practicing OARS... minus the S

- In **August** we introduced **Affirmations** and practiced them in August and September
- In **October** we introduced **Reflections** and practiced them in the autumn months,
- In **December** we introduced **Open-ended Questions** and practiced them in December and January.



Spring is Coming **Summaries!**

Summaries:

- A collection of the main themes that is pulled together in a summary. (A bouquet)
 - A good summary shows that you have been listening.
 - Allows you to draw the pieces of the picture together and see if you have missed anything.
 - Lets you reemphasize certain aspects of what has been said by including and highlighting these themes.
 - Frees you to change direction. It is a gentle and positive way to draw your period of listening to a close and move on to the next task.
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The WIC Connects Activity



- Practice scenarios
 - Goal is to practice using OARS in pairs or trios
 - For each scenario that you choose - include one or two OARS skills
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OARS

Ask Open-ended questions (and fewer questions)

Affirm your client's strengths and efforts

Reflect your client's meaning in order to understand

Summarize





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